

## 2004 Conference Speakers and Workshop Presenters

### Workshop Presenter, Liv Monroe

Liv Monroe's secret goal in life has always been to bring peace to the world.

She writes, "It was a secret because I used to feel embarrassed expressing such a lofty gift." Liv's current passion is teaching nonviolent communication (NVC).

### Communicating to Connect: Nonviolent Communication, The Language of Life

If you would rather be happy than right, come to the conference and this workshop for specific, immediately-usable tools to:

- Fully and honestly express yourself in a way others are likely to really hear you.
- Listen emphatically to others and yourself.
- Bridge cultural and individual differences.
- Prevent and resolve conflict in relationships, in the workplace, in the world, and within yourself.

### Workshop Presenter, Stephanie Howe

Stephanie Howe has a history in early childhood, youth, and adult education; child and adult developmental disabilities; family support and community development; and movement practices, through private business, public service, and non-profit service. Her strength-based belief in human development embraces a holistic approach integrating mind, body, and spirit.

### Deepening Team Culture

This workshop will offer participants the opportunity to learn concepts of culture, self-identification, collaboration, and effective communication strategies through kinesthetic learning. Through a mix of collaborative activities, guided movement, rhythm, writing, reflection, and listening, participants will:

- Build personal confidence.
- Understand their personal role in the creation of team culture.
- Strengthen their emotional intelligence by understanding effective use of personal power.
- Recognize personal barriers to effective communication.
- Recognize patterns of judgment and control.
- Learn strategies to increase personal and team effectiveness and synergy.
- Learn stress reduction techniques.
- Reduce stress by activating creativity in a comfortable and relaxed way.

### Speaker, Kathy Bilanko

Kathy comes to us from the Department of Employment Security where she is a Training Coordinator. She has experience in Management and Quality Improvement and has spent 22 years working directly with job seekers and employers. Kathy has her BA in Sociology from Central Washington University and is a certified Understanding Generational Poverty instructor.

### The Culture of Poverty

Kathy will share an overview of The Generational Poverty Course emphasizing the hidden rules in all three economic cultures. Why the differences in language is similar to visiting a foreign country, as well as the outlook on life, priority of what is important, and how that influences what we do.

### Susan Lewis and Janet Stecher

"...thought provoking, zany, reaffirming music. They are fun, tremendously inspiring, and a joy to hear."

--Submitted by Sheryl Gaskell,  
Conference Committee Member



## Register Early for the 2004 Conference

### By Sheryl Gaskell

The ICSEW invites you to attend their 2004 biennial conference (titled "The Culture Within Us") in Ocean Shores, Washington, on May 17-19, 2004. The conference, which began over 23 years ago, reflects the Governor and your agency's commitment to, interest in, and support of your personal and professional growth. It offers a unique opportunity for training, developing skills, and networking.

For more information and to register, visit the ICSEW Web site at <http://icsew.wa.gov>.

### Registration closes April 30, 2004

or until full. The first 350 confirmed registrations take precedence and it's filling up fast!

The registration fee is \$230 for registrations received by March 15, 2004 and includes all meals and conference materials. The fee increases to \$260 for registrations received from March 16 to April 30, 2004. Don't miss this wonderful opportunity to enjoy dramatic speakers, relevant and interesting workshops and presenters, and beautiful beachfront surroundings.

## Update From the Chair

### By Vicki Rummig, ICSEW Chair

It's time again for an update? Gee, how it all flies by. The ICSEW has been very busy the last couple of months. The conference continues to be a heavy focus of the ICSEW. As of February 13, 2004 we had approximately 240 registrants. I suspect we will hit the conference center's limit of 350 before we know it. The committee is busily working toward finalizing all aspects of the conference.

The Education Committee is working on providing more workshops with Mimi Welch and Kathy Bote' as well as self-defense. Terri Parker of the Secretary of State's Office has agreed to lead the ICSEW's Take Our Daughters and Sons to Work Day Committee for 2004. While we will not be hosting a multi-agency event in Olympia we are working to provide information and resources so all state employees can make a special day for children. More information on both of these events can be found in this edition of the *InterAct*.

Two other activities that the ICSEW has been involved in are results to a case study done in November 2003 and a formal hearing on the Department of General Administration's (GA) proposed WAC changes in regard to Competitive Contracting. The case study explored the practice of performance based pay increases in a California county office. What we learned and opinions we formed helped to formulate a response

to the Department of Personnel's proposed WAC rules regarding compensation. A copy of the case study can be found on the ICSEW Web site at [icsew.wa.gov/casestudy.pdf](http://icsew.wa.gov/casestudy.pdf).

A small group of ICSEW members attended a formal hearing on the GA's proposed WAC rule changes. What we learned from testimony of union representatives and the Executive Ethics Board was invaluable. While the ICSEW did not submit a formal response, we will be passing on information via the *InterAct* regarding competitive contracting and our impressions of how it will impact state employees.

As I summarize the things we are up to, it makes me proud to be a part of such a worthwhile committee. It also reminds me that June 30 is fast-approaching and half of our member's appointments will be expiring. If you are interested in joining the ICSEW, let your agency director know. If your agency director refers you to the Governor's Office, you will need to submit a resume' and a Boards and Commissions application (available online at [www.governor.wa.gov/boards/application.doc](http://www.governor.wa.gov/boards/application.doc)) with your referral letter. It is also important to be a registered voter.

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**Take Our Daughters and Sons to Work Day**

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## Take Our Daughters and Sons to Work Day

By Misty Ross, DSHS

The ICSEW has been hosting Take Our Daughters and Sons to Work Day (TODSTWD) for nearly ten years. Past functions have included a career fair at the Department of Transportation building, motivational speakers, hands-on activities, and a visit from the Governor.

This year, the ICSEW will not host a formal TODSTWD event. We are aware of the importance of this event and we are committed to providing various state agencies with the resources and support they need to host their own functions.

The national date for TODSTWD is April 22, 2004. The Ms. Foundation for Women has been organizing the national event for over ten years. This year's national theme is, "Today's Vision, Tomorrow's Reality."

Watch for information from your agency coordinator regarding TODSTWD events. In the meantime, if you are interested in coordinating an event within your office or agency, visit the Ms. Foundation's Web site at [www.daughtersandsonstowork.org](http://www.daughtersandsonstowork.org). This site provides everything you would need to host an event on your own, including organizer contacts.

It is the ICSEW's goal to lay a strong foundation for a statewide TODSTWD annual event. The committee will be working toward implementing guidelines and resources to utilize in planning future events. Until then, we remain committed to providing support and resources to assist others in honoring this important day.

Please visit the ICSEW's resource page at <http://icsew.wa.gov/TODSTWD.htm>

## A Man of Faith Does the Juggling Act

By Pam Johnson

Dutch Baldwin is the single parent of two incredible boys aged 11 and 15 years. The boys are fortunate to have a dad that puts them at the very top of his priority list. Their home is full of love and hugs. The smell of fresh-baked apple pie might not be apparent when you enter, but there is a sense of warmth and integrity about the household. Dutch dedicates himself to his kids and home life at all costs.

The boys, Luke and Garrett, have had a mom and step mom in their lives at various times in limited roles. Throughout life, they have learned to depend on their dad for most everything. Even after their mom reentered the picture after a long absence, the boys stayed grounded to the stable family life they have enjoyed. Mom plays the role of the weekend parent. Normally, the weekend parent has been the male counterpart, accused of providing all the "good times." Now, mom is the one offering the "good times."

Dutch wrestles with the boys and takes them to extra curricular activities, and he focuses on the well-rounded family life he can provide. He strives to keep his home organized, have stable routines, and prides himself on having a good place for friends and neighbors to visit, along with preserving the family through unshakable faith.

When you talk with Dutch there is no bitterness about his lifestyle. He fulfills his role and takes it very seriously. He offers the same elements traditionally found in a mother, like acts of nurturing. He won't kid you; he has had to overcome some obstacles by being the sole provider but nothing that hasn't provided a deeper faith for himself, his life, and his boys.

Today, there are changing tables in both men and women's public restrooms. Society in general has become educated and learned acceptance of single parents; male or female.

For Dutch and his sons, new challenges arise as the boys mature. They are starting to seek independence and reach for what they want out of life. The one constant they will carry with them is their dad.

## Job Shifting! Making Career Moves Count

By Mimi Welch

Facing a job change, promotion, or RIF? Major career shifts often require us to reorient our perspective and professional direction. Questioning what you want, where you're headed, and who you are is a natural part of the job shift process. If mismanaged, job shifting can leave you less marketable and willing to take the first job that comes along. If successfully managed, you can leverage this opportunity to get what you want.

Planning for the tactical things you must do to get the job you want is often easier to manage than the emotional aspects of the process. Knowing what to expect and accepting the range of emotions you'll experience is the first step toward keeping on track.

The model below outlines emotions and reactions to the major phases of job transition. Determine where you cope in ways that support your success.

### Universal Phases of Job Transition

1-ENDINGS	2-MORPHING
<b>Loss of stability and comfort with professional identity</b> <ul style="list-style-type: none"> <li>Sadness and sense of loss.</li> <li>Anger, indignation, and blame.</li> <li>Disbelief that "truths" aren't true.</li> <li>Deferral or refusal to take action.</li> <li>Loss of confidence and direction.</li> </ul>	<b>Uncontrollable change in behaviors, attitude, and outlook</b> <ul style="list-style-type: none"> <li>Sense of helplessness.</li> <li>Detachment from others.</li> <li>Inability to develop plan of action.</li> <li>Willingness to explore other job opportunities.</li> </ul>
3-BEGINNINGS	4-ATTAINMENT
<b>Emergence of new or significantly changed professional identity</b> <ul style="list-style-type: none"> <li>Excitement, relief, and focus.</li> <li>Ability to clearly describe preferred work environment, goals, and skills.</li> <li>Re-engagement with co-workers and professional community.</li> </ul>	<b>Integration and engagement with new identity and desired behaviors</b> <ul style="list-style-type: none"> <li>Sense of achievement.</li> <li>No emotional residue from job loss.</li> <li>Deeper empathy and recognition of job loss impact and willingness to support others in it.</li> </ul>



By Janet Merz

The ICSEW History Committee is responsible for keeping historical data for the ICSEW and to share historical information about the ICSEW.

This year, the History Committee's first order of business was to host a sorting party of all ICSEW data that different members had or had received from previous members. The committee sorted the data and each committee member took information pertaining to their specific committee. Then each person did an inventory of data and determined what was missing.

Another important part of the committee this year has been former History Committee chair, Mary Briggs's (General Administration) articles that have been published in recent *InterAct* newsletters. Current History Committee chair, Kim Starkey

## Spotlight Article ICSEW History Committee

(Department of Information Services), would like to do a complete inventory of data and look at the possibility of archiving some of the information. The committee would also like to have an active part in sharing historical information at the upcoming ICSEW conference in May by having some sort of game or activity for all attendees.

The History Committee feels that addressing issues and remembering why the ICSEW came into existence is an important part of the role they play in the ICSEW.

In closing, Kim feels the biggest success of the committee is keeping everyone educated on the past, present, and future goals that the ICSEW has to share for the benefit of state employed women.

## Competitive Contracting Beginning July 1, 2005

*The ICSEW is proud to present the first article in a series of articles on the competitive contracting process. Look for the second installment of this article in the May/June edition of the InterAct.*

By Joanne McDaniel and Heather Balcom

The ICSEW is charged with following issues pertinent to state employees, educating staff, and proactively providing input to agencies' policies. In January, five ICSEW members attended a public hearing on proposed new WAC rules regarding competitive contracting. This article disseminates the proposed competitive contracting process.

**Overview:** Washington State is embarking on a significant transformation of the state civil service system as a result of the passage of the Personnel System Reform Act of 2002.

This multi-part, coordinated effort is called Washington Works. There will be three major elements of change:

- Reform of the state civil service classification system (effective 1/1/05).
- Full scope collective bargaining for public employees.
- Competitive contracting for services including those that have been

customarily and historically provided by state employees (effective 7/1/05).

**Competitive Contracting in Effect on July 1, 2005:** The goal of competitive contracting is for agencies to deliver services in cost effective and efficient ways. Currently proposed rules on competitive contracting establish procedures regarding:

- Fair and objective submittal and evaluation of bids.
- The existence of a competitive market for the service.
- The employee business unit as a bid entity.
- Complaints regarding the bidding process are considered prior to award.
- Appeals to an administrative law judge.
- Conflicts of interest in the bid evaluation process.
- Equitable application of bid requirements to all parties.

For details on topics mentioned in this article go to [www.ga.wa.gov/competitivecontracting/OTS-6802.3.doc](http://www.ga.wa.gov/competitivecontracting/OTS-6802.3.doc). Final rules will be adopted in March 2004.

To see the full article including the summary of how the GA's proposed rules will work, visit <http://icsew.wa.gov/compcont.pdf>.

## Women Leaders in State Government Brenda Landers

By Lee Anne Velez

Hundreds of articles can give you advice on the transitioning from home to work but to witness the experiences of the women who have taken the bold step is a profound one. To participate in workgroups and advisory committees that discuss the numerous resources needed for such an intense transformation is just as insightful. To be the leader and the program manager of a statewide collaboration is as ever influential, which is why Brenda Landers is the spotlight for this edition of the ICSEW's "Women Leaders in State Government."

Ms. Landers has managed the Displaced Homemaker Program (DHP) since June 1999. During the 2002-2003 fiscal year, more than 26,000 displaced homemakers have been served--imagine the four years of her influence and, greater yet, the influence of the program since its evolution in 1985.

The altitude of the program has evolved during the leadership of Ms. Landers, including the outreach mechanisms of providing Spanish language materials to DHP contractors and encompassing a paperless process by communicating client information, evaluation reports, and databases via a secured Web site. In 2001 the DHP has also moved toward renewing contracts instead of biennial competitive processes that took a great deal of time. This way, the focus remains on the service to the displaced homemakers

and leads to the establishment of a statewide network of collaboration and cooperation instead of competition.

Ms. Landers' leadership doesn't just remain in her program but reaches to those in the Higher Education Coordinating Board office. Ms. Landers is one of the names and faces you don't forget a second time because of her contagious smile, laughter, and humor. One of her values in guiding her decisions as the DHP manager is developing performance measures that ensure accountability. The same goes for her attitude in the workplace--to be a responsible steward of taxpayer dollars in both acknowledging co-workers' presence and effort in the mission of their programs and the overall agency. As a leader, she has ensured that all the co-workers she interacts with feel involved and included, together with acknowledging the work they do. It is no wonder that her advice to others who seek leadership in their work would be honesty and respect, including the consideration of history. She says, "When trying to understand anything, whether it be program policy, office politics, etc., take time to learn the history behind the situation. Often things evolve over time and understanding the history can help you make informed decisions."

*The ICSEW would like to thank Ms. Brenda Landers for so generously sharing her thoughts, feelings, and insights with us.*

## Washington Works

Washington State is embarking on a significant transformation of the state human resource management as a result of the passage of the Personnel System Reform Act of 2002. The goal is to improve the efficiency of state government by providing a better workplace and a better chance for state employees to succeed in their careers. We call this coordinated effort Washington Works.

Please view the Washington Works newsletters that highlight recently filed proposed competitive contracting rules and personnel related rules, the progress of the new Human Resource Management System and much more at the Washington Works Web site at [www.washingtonworks.wa.gov](http://www.washingtonworks.wa.gov).

## ICSEW Event Information

**March 23, 2004** - "How to Say What You Want and Get What You Need" training class by Ms. Kathy Bote. Cost is \$99. Training class held in Tumwater, Washington at the Department of Health Point Plaza East building. Contact Victoria Meyer at 360-725-7263 or [vickim@oic.wa.gov](mailto:vickim@oic.wa.gov).

**April 14, 2004** - "Job Shifting" workshop by Mimi Welch. Cost is \$129. Workshop held in Seattle, Washington. Register online at [www.transitiondynamics.net](http://www.transitiondynamics.net) or call 206-547-2901.

## Pick Your Path to Health

Found at [www.4woman.gov](http://www.4woman.gov)

### Are Women More Vulnerable to Alcohol's Effects?

"After one and a half, maybe two drinks, I am very relaxed and I know I've had enough," says Irma Small of Temple Hills, Maryland, as she reflects on how much alcohol she usually drinks when she goes out, and the kind of effect alcohol has on her. "It makes me relax and open. I don't get messed up. Some people don't know when they've had enough. They get too relaxed. They stop paying attention to their environment, letting their guard down. That's not good because it might make you do things you wouldn't normally do or you might be easier to take advantage of."

Ms. Small says she sets drinking limits for herself. Setting limits is good because women are more vulnerable to alcohol's effects.

### Separate and Unequal

According to the National Institute of Alcohol Abuse and Alcoholism (NIAA), African American women drink less than their white female counterparts and have a low incidence of alcohol abuse or alcoholism. All women, as a whole, drink less alcohol than men do. However, women who do drink experience more of the nega-

tive effects of alcohol abuse and overindulgence. When comparing women to men, NIAA says women develop alcohol-induced liver disease over a shorter period of time, and after consuming less alcohol than men, are more likely to develop alcoholic hepatitis, and are more likely to be victims of sexual aggression or partner violence. The bottom line is that women are not treated as equals when it comes to how alcohol effects the body.

### Be Aware and Beware

Alcohol is a complicated substance. When taken in small amounts and in moderation (1-2 drinks a day), it may be enjoyed in a controlled manner; in larger quantities it can have detrimental health effects. Some people may develop a harmful pattern of alcohol use called alcohol abuse, and some people develop a physiological dependence on alcohol and develop a disease called alcoholism.

Be aware of how you use alcohol and its effect on your health and your daily life. Awareness can be the first step to making positive changes and avoiding negative consequences.

--Submitted by the ICSEW Health and Wellness Committee

## Today's Women

By Cindy Craig

On February 4, 2004, women of varying ages and backgrounds attended the seminar, "Today's Women! Balancing Personal, Community, and Work" at The Evergreen State College (TESC). The seminar talked about issues women face as we strive to sustain a sense of balance in our lives. It offered four concurrent sessions that invited us to evaluate our life's priorities and address challenging aspects of life. Several ICSEW members attended the seminar.

Joanne McDaniel (Department of Labor and Industries), Cindy Craig (Combined Fund Drive), and Joyce Norris (Department of Transportation) attended the session titled, "Working In Community" facilitated by Joan Cathey (YWCA Olympia) and Pam Toal (United Way of Thurston County). The discussion explored how to find your niche in the community, volunteer opportunities, and where to find resources.

Jan Olmstead (Health Care Authority) participated in "Leadership

in Public Administration" facilitated by Joan Bantz and Gail Johnson (both faculty at TESC), and Cheryl Fambles (former director of King County Construction and Facilities Management). The facilitators shared their experiences in maintaining leadership roles and fulfilling home lives. The key concepts discussed were balancing work and home versus finding your life's work and maintaining sustainability in your lifestyle over the long term.

Ann Daley (TESC Finance and Administration), the event's keynote speaker, gave a candid and compelling talk about how many females feel compelled to "do it all" and how this self-imposed stress can carry a high price tag.

The seminar presented a great opportunity to network and meet with other phenomenal women who face similar challenges in our lives. Speaking of phenomenal ladies, it is understandable that state employed women and ICSEW members were well represented at this event!

## Women In Housing and Finance Symposium

By Helen P. Howell, Department of Financial Institutions

Consumer Protection is a good place to start a serious discussion about predatory lending and preemption.

### Household

You may recall the settlement with Household International and its subsidiaries Household Finance and Beneficial Finance, and all 50 states. At \$484 million, it is the largest predatory lending settlement in our nation's history, and it provides the largest direct consumer restitution ever in a state or Federal case.

To give you some insight on my perspective, our agency's investigation was key to uncovering the abusive practices in which Household had been engaging. We uncovered evidence that Household and Beneficial misrepresented important loan terms and failed to disclose critical information to borrowers, thus locking consumers into costly home mortgage refinancing on terms that were often unsuitable to them.

The settlement also included significant injunctive relief. Household agreed to change more than 20 of its business practices going forward.

### OCC Preemption

The attempt by the Office of the Comptroller of the Currency (OCC) to legislate field preemption in the residential mortgage lending arena combined with its assertion of exclusive supervisory jurisdiction over the operating subsidiaries of national banks, is likely to be detrimental to enforcement of consumer protection laws.

In addition, a violation of the Washington Consumer Loan Act is deemed to be an unfair and deceptive act under the Washington Consumer Protection Act, from which consumers have a private right of action.

The OCC proposed rule would potentially create large gaps in areas where state laws could be preempted without any federal regulation or consumer protection to fill the vacuum.

OCC's Predatory Lending Initiatives Insufficient

In 2002 the OCC published an advisory letter that finally addressed predatory lending practices as being in violation of Section 5 of the Federal Trade Commission Act, which covers "unfair and deceptive acts and practices." We're glad to have the OCC acknowledge the problem of predatory lending, and join state regulators and attorneys general in condemning it.

### Important Role of the States

The reality is that the OCC cannot protect consumers from predatory lending by operating subsidiaries and affiliates of national banks without the help of the states.

Consider the following three facts:

- First, national banks may shield their non-bank affiliates from Community Reinvestment Act evaluation and Home Mortgage Disclosure Act reporting.

- Second, the OCC cannot match the combined resources of state banking departments, consumer credit divisions, and offices of the state attorneys general that are currently working to identify fraud and abusive practices.

- And third, while the OCC prides itself on some isolated instances of predatory lending enforcement, in a typical year, the states' collective record of consumer restitution and fines far outweighs that of the OCC.

### The Secondary Market


I'd like to acknowledge that the role of the secondary market is important to the development of a comprehensive strategy to prevent predatory lending.

- The debt market in the US is \$19 trillion and 43 percent of it consists of mortgage-backed securities.

- The investor perspective cannot be ignored, but neither should it be confused with the lender or mortgage broker perspective.

- Clarity is very important for the secondary market.

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